

Department for Communities

Adult Social Care Complaints & Compliments Report
1st April 2020 – 31st December 2020

January 2021

carmarthenshire.gov.uk

Cyngor **Sir Gâr**
Carmarthenshire
County Council



Introduction

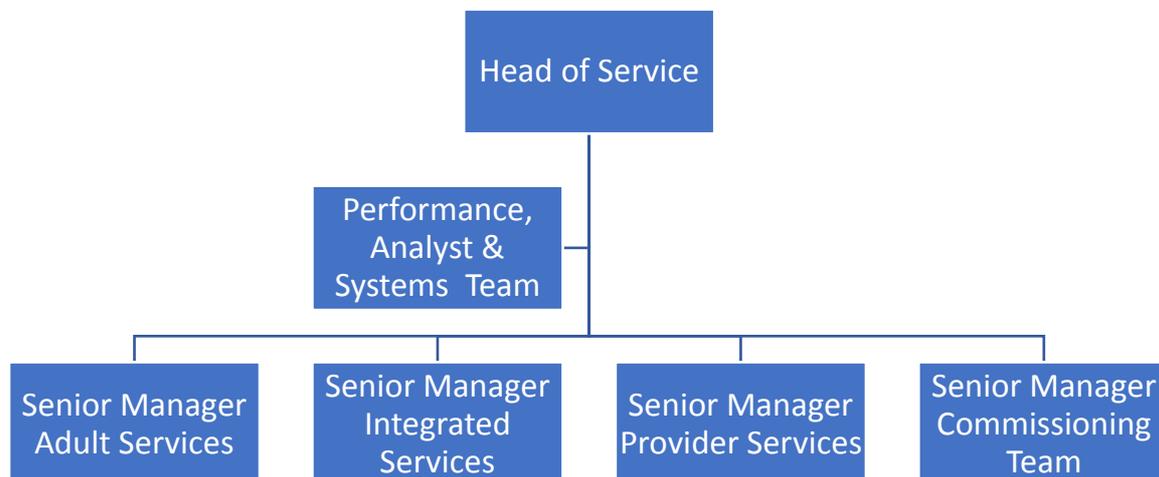
Carmarthenshire County Council welcomes complaints, compliments and comments as a way of improving service delivery. Complaints from customers are important to us and provide a valuable insight into the quality of the services we provide and commission. The report is produced for the department as part of a wider Performance Management agenda.

The Council's Complaints and Compliments Policy was established on 1 August 2014 in accordance with The Social Services Complaints Procedure (Wales) Regulations 2014 and The Representations Procedure (Wales) Regulations 2014. This report provides a summary of the complaints received relating to Adult Social Services for the period 1st April 2020 to the 31st December 2020.

Service Improvement

The Head of Service has the responsibility of the complaints and the co-ordination for Adult Social Care complaints is with the Performance, Analyst & Systems Team within the Department of Communities.

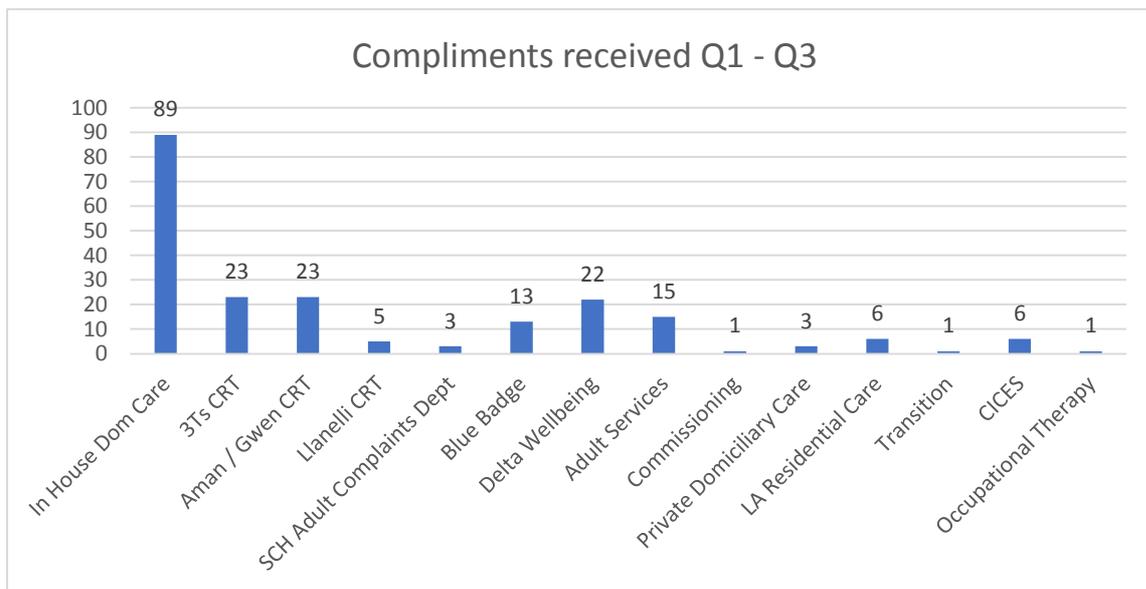
Governance Arrangements



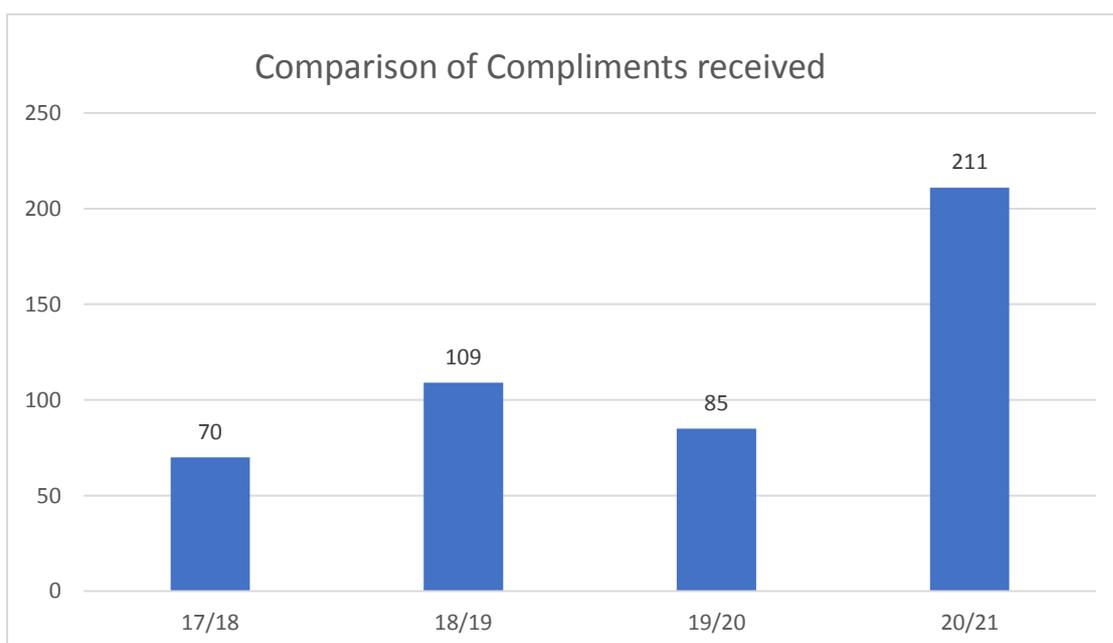
This report provides performance information on Adult Social Care complaints and compliments for Q1, Q2 & Q3 20/21. It provides a positive picture of the department's performance in the context of 4,063 individuals that received a social care service from Carmarthenshire County Council during this period. This means that only 0.62% of individuals formally complained about the service they received.

Compliments

A total of 211 Adult Social Care compliments were received within Q1, Q2 & Q3 20/21. The highest volume of compliments received are within the In-House Domiciliary Care Team.



There has been a significant increase in the number of compliments received when compared to the same period last year.



Examples of Compliments

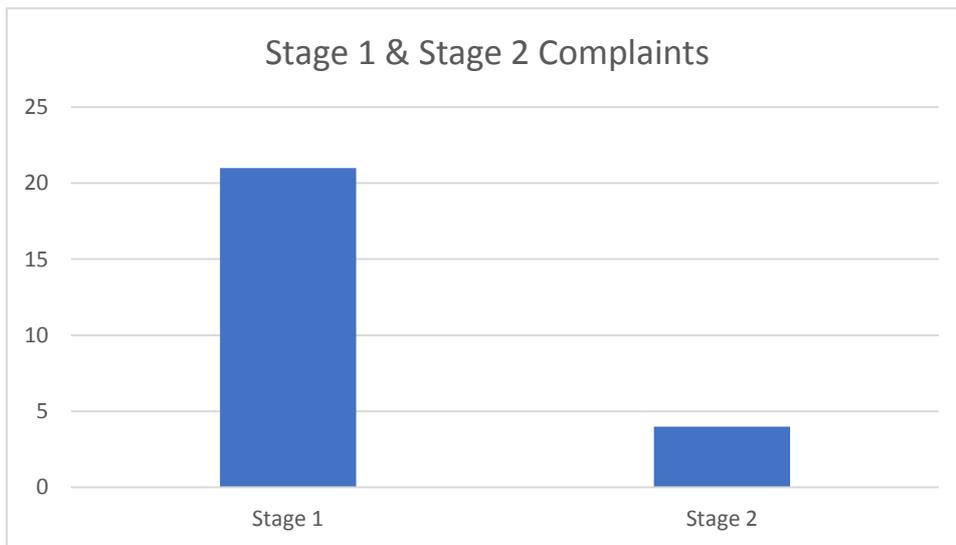
- Ga i ddiolch i ti o waelod calon am dy holl waith i gael Dad adre o'r ysbyty ac am ymateb i fi bob tro gan sicrhau bod e'n gyfforddus ac yn hapus nol gyda'i deulu. Mae hynny wedi golygu lot i ni. Diolch
- Thank you for the care that is making such a huge difference to my mothers quality of life. I can not give enough praise for the impact that you have had especially in the most challenging of times. Thank you
- Can you please tell your boss that you have been invaluable to me over the last few weeks. You have gone the extra mile to help me in this very difficult time with mums dementia worsening by the day. You deserve some form of recognition. I thank you from the bottom of my heart. Diolch yn fawr iawn.
- Many thanks to you and the other support workers involved in her care, you provided the support required in a manner that was best for * offering her continuity and compassion. Your flexible support and regular accurate feedback aided her remaining at home comfortably as was her firm choice and minimised intrusion at this time.
- All said a massive Thank you for everything you have done for them and complimented on the excellent service that was provided by you all, all also said how sad they were that our service was coming to an end and that they will miss you all very much.
- How very grateful we are for all the referrals you did and how swiftly every person / professional has made contact with us especially in these unprecedented times. They have all been so understanding, kindness and patience with ** together with all the PPE etc, and care they have shown when they have been out to assess him.
- Thank you so much for your help. His whole family are really totally grateful for the help and support you provided. I hope you have a lovely restful Christmas break as I realise the work you do is not always appreciated and is not always easy as it may seem to others.

Complaints

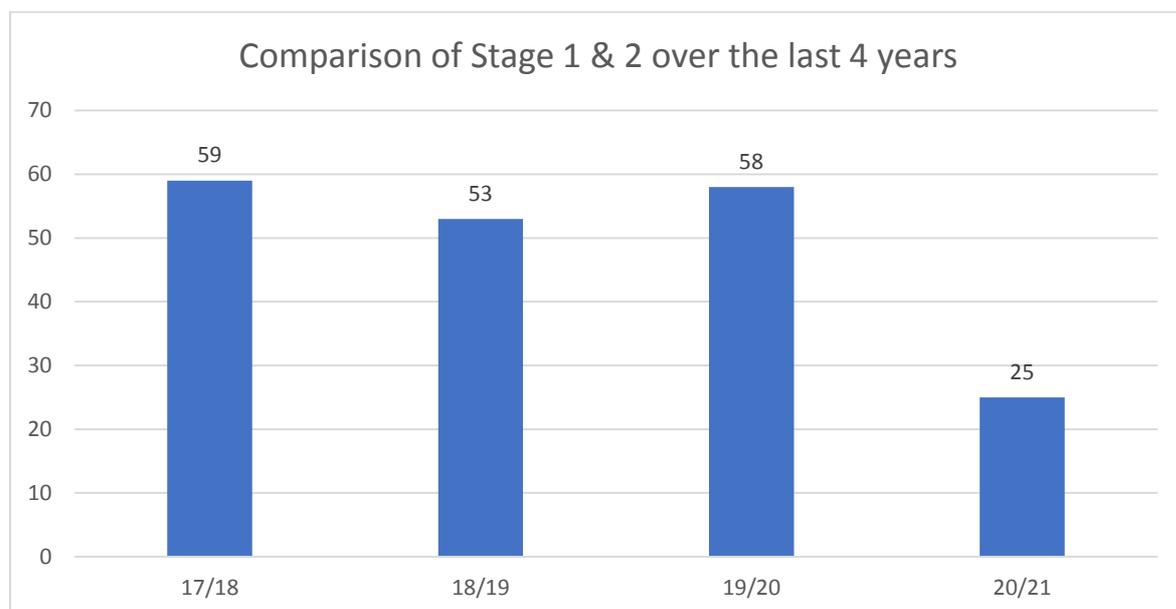
A total of 25 complaints were recorded at either Stage 1 or 2 in relation to Adult Social Care within Q1, Q2 & Q3 20/21.

Summary

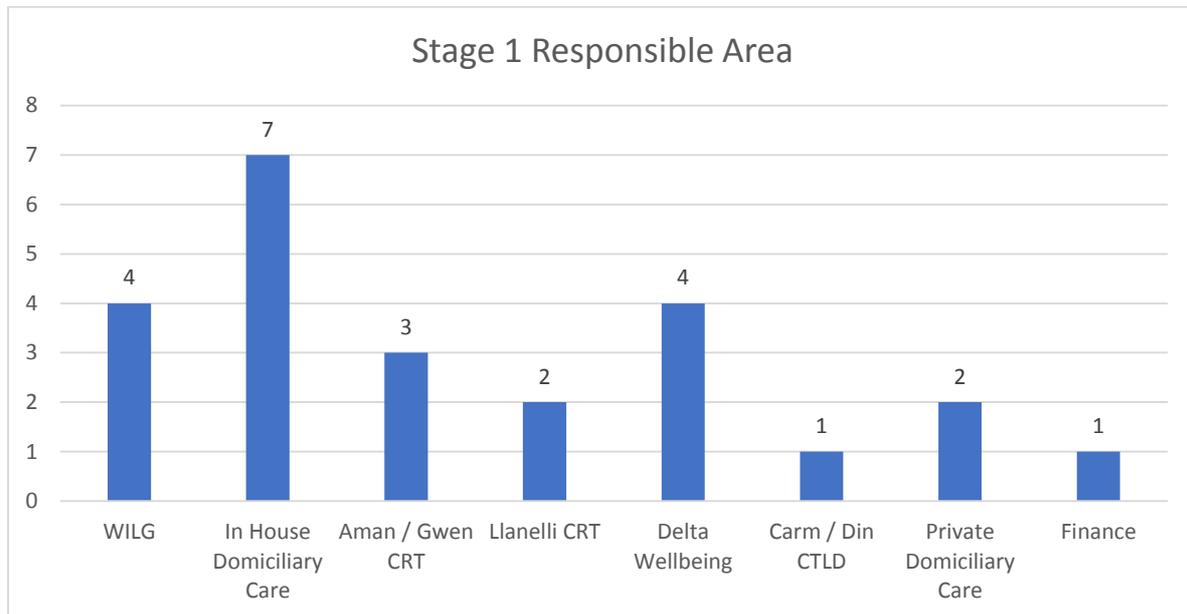
- 21 of the Adult Social Care complaints were investigated at the local resolution Stage 1.
- 4 were recorded under the Formal Investigation of Stage 2
- A further 44 complaints were dealt with by the department and recorded either as Redirects, No Further Action, on hold pending safeguarding or other.



At this stage in the year, the number of Stage 1 & 2 complaints dealt with by the department shows a significant decrease when compared to previous years.



Complaint by Responsible Team

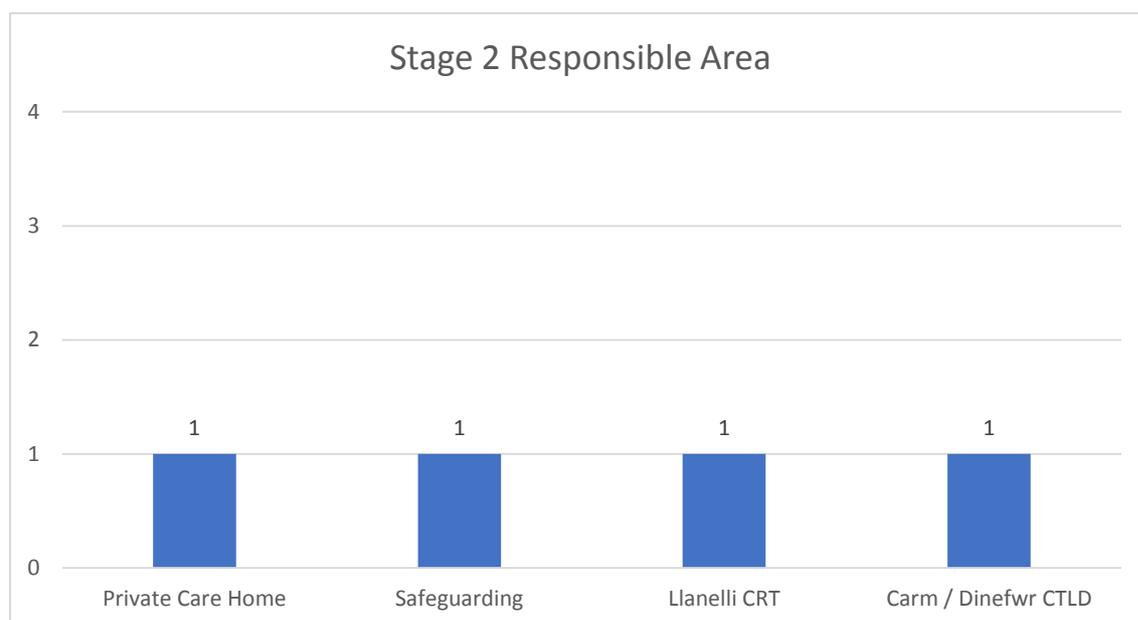


***Please note that a complaint could cover more than one area**

Examples of Stage 1 Complaints

- Alleged early discharge from Hospital resulting in a fall soon after returning home resulting in her being re-admitted to hospital.
- Complaint against a carer for not following the guidelines on social distancing
- Lack of Support and the Provision of Care in the community, enabling mother to live independently at home.
- The charges for services, she advised she was not made aware there would be a financial assessment for a care package 2) Why reablement was not provided, rather than Long Term Carer
- Damage to woodwork and door frame.
- Homecare has been reduced, parents are both elderly and are struggling with the personal care for their daughter, they feel very unsupported. Request for new social worker to be allocated.

Stage 2 Complaints



Example of Stage 2 Complaint

- Neglect at Independent/Supporting Living Home, for example Signs of Sepsis were not picked up sooner
- Lack of information/or information not being provided in relation to charging costs for stay at Nursing Home
- Unhappy with the whole process of the SSWBA Assessment

Complaints budget

The Stage 2 complaints budget for the 20/21 financial year is £13,618. As of the 11th of January, there has been a total of £2453.30 spent. There are currently two Stage 2 investigations ongoing.

Lessons Learnt

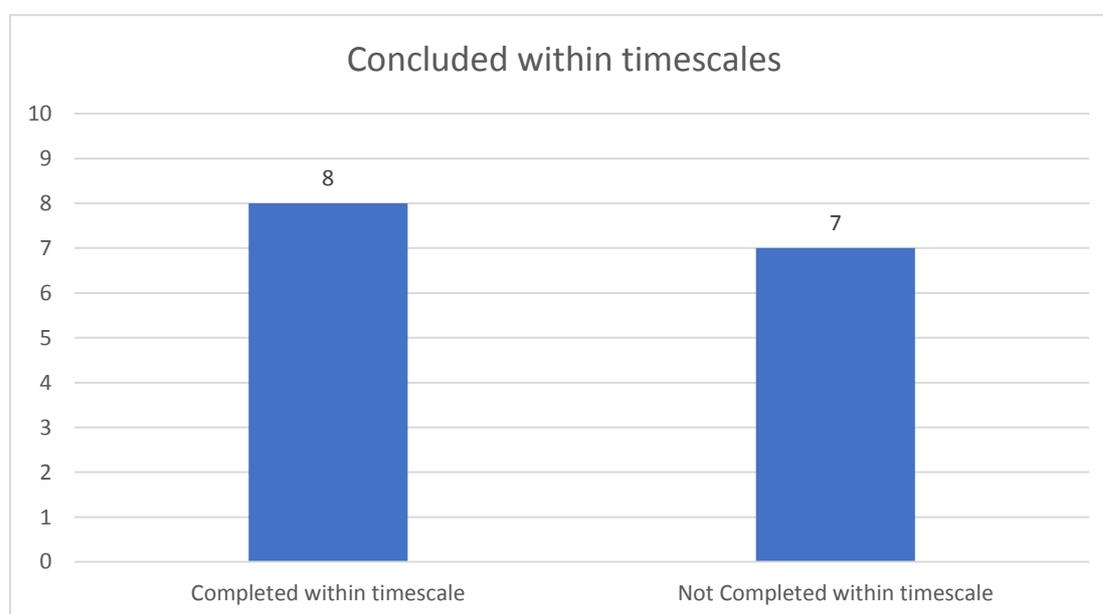
The department log all the recommendations from a Stage 2 report and devise an action plan which is sent out to the Head of Service to complete. Following completion of a Stage 2 complaint, if there are issues that need addressing, we will hold a lesson learned event which is chaired by the Head of Service. This is for best practice and to ensure the teams learn from the complaint. Currently there has been one lessons learned event held following the completion of a complex Stage 2 complaint.

Response to complaints within statutory time-scales

The statutory timescales for all Stage 1 complaints (local resolution stage) is 15 working days from the date that the complaint is acknowledged. The discussion must take place within 10 working days and if there is a mutually acceptable resolution of the matter, the local authority must write to the complainant with details of the terms of the resolution within 5 working days. This timescale may only be extended in exceptional circumstances with the agreement of the complainant.

Complaints that have been concluded

At the end of Q3 we have closed a total of 15 Stage 1 complaints. Of these 15 complaints, the number concluded on time was 8 and the number not concluded on time was 7.



Complaints can often be complex and require multi-agency co-operation, they can regularly require lengthy investigations including information gathering, setting up of meetings and action plan agreements. Due to the coronavirus pandemic, there has been increased pressures in the social care teams during this unprecedented time which has resulted in complaints taking longer than normal to complete.

Ongoing complaints

There are currently 17 Complaints / Concerns open to the Adult Social Care complaints team. These complaints are either on hold due to Safeguarding investigations, awaiting legal advice or further correspondence from the complainant.